

## Merging 911 Calls in xT911

xT911 agents can merge a parked or held voice call with their currently active voice call. This is done via the **Merge** button that displays for parked and held calls in the **Active Calls** tab.



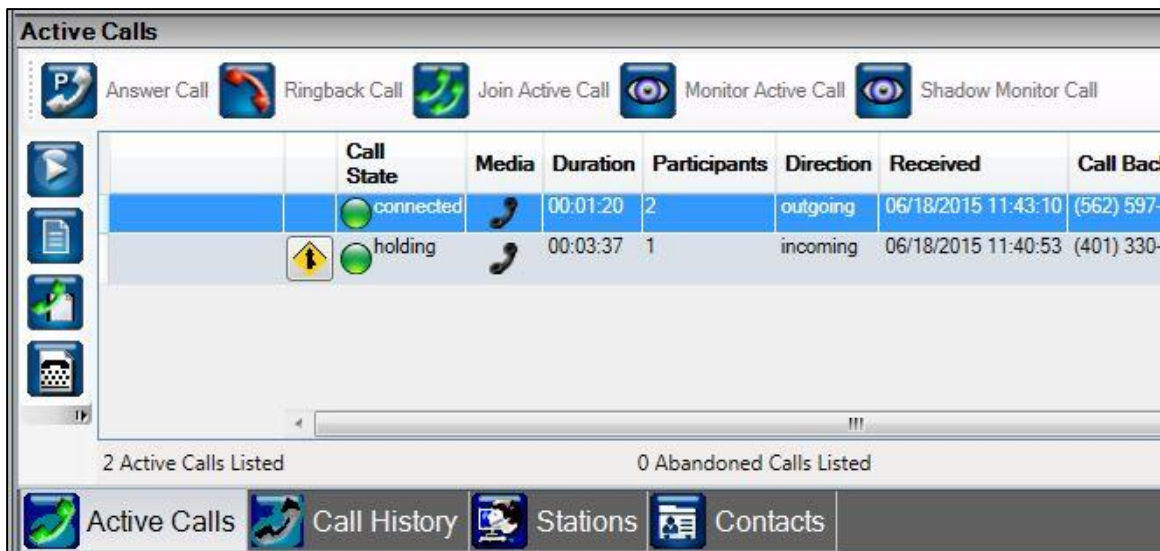
Both “911” and “Admin” type calls can be merged. If a parked or held call is displayed for an xT911 agent in **Active Calls**, then the agent is able to merge the parked/held call with their active voice call.

### How to merge 911 calls in xT911

1. Place an active **Admin** call on hold or park.
2. Retrieve a **911** call from Park making it the current active call.
3. In **Active Calls**, the **Merge** button will display next to the parked **Admin** call
4. To merge the calls, click the **Merge** button. In the **Call Manager**, the **Lines** section will display as “merging” for one or two seconds and then change to “connected.” All parties will then be participants on the call.



(**Note:** The active 911 must be merged with the parked admin call not the other way around)

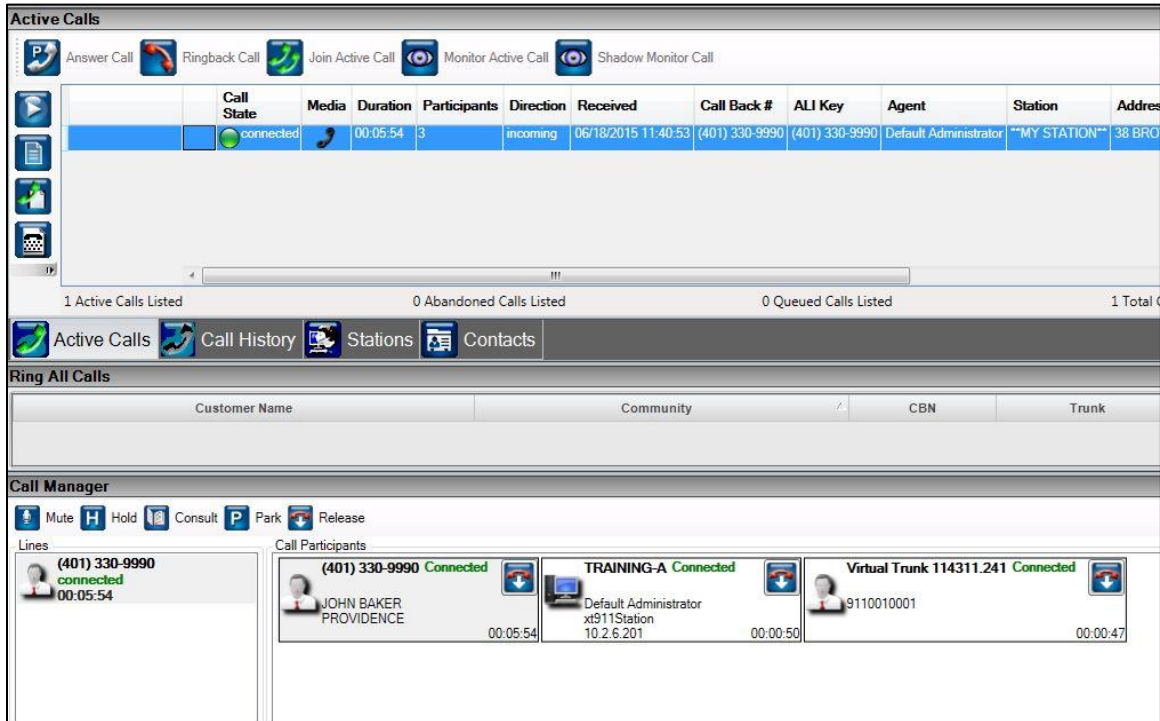


Call State	Media	Duration	Participants	Direction	Received	Call Back
connected	phone	00:01:20	2	outgoing	06/18/2015 11:43:10	(562) 597-
holding	phone	00:03:37	1	incoming	06/18/2015 11:40:53	(401) 330-

2 Active Calls Listed      0 Abandoned Calls Listed

Active Calls   Call History   Stations   Contacts

- There is now only one call in **Active Calls**. The agent can either stay on the call or release the call, depending on the situation. If the agent releases the call, the other parties will remain connected.



**Active Calls**

Answer Call Ringback Call Join Active Call Monitor Active Call Shadow Monitor Call

Call State	Media	Duration	Participants	Direction	Received	Call Back #	ALI Key	Agent	Station	Address
connected		00:05:54	3	incoming	06/18/2015 11:40:53	(401) 330-9990	(401) 330-9990	Default Administrator	MY STATION	38 BRC

1 Active Calls Listed 0 Abandoned Calls Listed 0 Queued Calls Listed 1 Total

Active Calls Call History Stations Contacts

**Ring All Calls**

Customer Name	Community	CBN	Trunk




**Call Manager**

Mute Hold Consult Park Release

**Lines**

(401) 330-9990 connected 00:05:54

**Call Participants**

 JOHN BAKER PROVIDENCE 00:05:54	 TRAINING-A Connected Default Administrator xt311Station 10.2.6.201 00:00:50	 Virtual Trunk 114311.241 Connected 9110010001 00:00:47
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When two calls are merged, the active call keeps all its call information, while the parked/held call is closed. The caller on the parked/held call is conferenced into the active call.